AIOps Foundation Training

Duration: **2 Day**

BILGINC IT Academy
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Overview

AIOps Foundation is an introductory course that provides a comprehensive understanding of Artificial Intelligence for IT Operations (AIOps), covering its origins, evolution, and growing importance within modern IT operations. Participants will explore why AIOps emerged, the technological advancements that enabled its development, and the role it plays in supporting today's digital enterprises.

Throughout the course, learners will examine how Big Data analytics, Machine Learning, automation, and optimization technologies are combined to create intelligent operational platforms. Participants will gain an understanding of how these technologies work together to improve operational efficiency, increase automation, and enhance decision-making across IT environments.

The programme also explores the relationship between digital transformation and AIOps, highlighting how advances in Machine Learning have accelerated the adoption of intelligent IT operations. By the end of the course, participants will understand the core principles of AIOps, evaluate its business value, and identify practical opportunities for implementing AIOps within their organizations.

Prerequisites

Participants are recommended to have:

- A basic understanding of IT terminology.
- General experience working in Information Technology environments.

Who Should Attend

This course is designed for:

- IT Operations professionals.
- Professionals interested in modern software and IT operations.
- AIOps architects and engineers.
- Business managers and key stakeholders.
- Cloud engineers.
- Data engineers and data scientists.
- DevOps engineers and practitioners.
- IT directors and IT managers.
- Information security analysts.
- IT team leaders.
- Product Owners and Scrum Masters.
- Software engineers.
- Site Reliability Engineers (SREs).
- System integrators.
- AIOps platform vendors and solution providers.

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What You Will Learn

Upon successful completion of this course, participants will be able to:

- Explain the history, evolution, and current role of AIOps.
- Describe the fundamental concepts and guiding principles of AIOps.
- Explain how Big Data, Artificial Intelligence, and Machine Learning support AIOps capabilities.
- Differentiate between AIOps and MLOps and understand how the two disciplines complement each other.
- Evaluate the operational benefits and expected outcomes of implementing AIOps.
- Identify the organizational mindset, collaboration model, and skills required for successful AIOps adoption.
- Measure AIOps outcomes using recognized industry metrics and performance indicators.
- Assess common implementation challenges, opportunities, and business considerations.
- Explain the technological, organizational, and ethical factors associated with deploying AIOps initiatives.

Outline

Module 1 - AIOps Foundations

- Introduction to AIOps
- The evolution and history of AIOps
- Core principles and operational concepts
- The impact of digital transformation on IT operations
- The role of AIOps within modern operational environments

Module 2 - AIOps in the Organization

- Positioning AIOps within the enterprise
- Integrating AIOps into operational processes
- Organizational transformation and cultural change
- Cross-functional collaboration and shared responsibilities
- Governance approaches that support successful AIOps adoption

Module 3 - Core Technologies: Data

- Fundamentals of Big Data
- Collecting and managing operational data
- Data sources and data quality considerations
- The role of analytics in AIOps
- Data-driven operational decision making

Module 4 - Core Technologies: Machine Learning

- Fundamentals of Machine Learning
- Applying ML algorithms to IT operations
- Predictive analytics and anomaly detection
- Machine Learning models used in AIOps solutions

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Module 5 - AIOps and Operational Metrics

- Operational performance indicators
- Service quality metrics
- Incident and problem management measurements
- Industry-standard KPIs and success metrics
- Performance improvement approaches

Module 6 - AIOps Use Cases and Organizational Mindset

- Real-world AIOps implementation scenarios
- Organizational adoption strategies
- Cultural transformation and collaboration
- Improving operational efficiency
- Supporting continual improvement initiatives

Module 7 - Evaluating AIOps Impact

- Measuring the success of AIOps initiatives
- Assessing operational improvements
- Evaluating business value and return on investment (ROI)
- Interpreting operational performance results

Module 8 - Implementing AIOps in the Organization

- Developing an AIOps implementation strategy
- Creating an organizational adoption roadmap
- Addressing common implementation challenges
- Managing operational and organizational risks
- Best practices for successful AIOps transformation

Exams and Assessments

The course fee includes an official examination voucher.

- 40 multiple-choice questions
- 60-minute examination
- Pass mark: **65%**
- Candidates who successfully pass the examination earn the **AIOps Foundation** certification.
- The certification is governed and maintained by the **DevOps Institute**, a member of the **PeopleCert Group**.